



U.S. Department of Commerce
National Oceanic and Atmospheric Administration
Office of Finance and Administration
Systems Corporate Balanced Scorecard



Mission

To develop and manage IT services
for NOAA & DOC

Vision

To continue to develop a standard, cost-effective
architecture

Values

To foster staff & customer relationships, planning, &
opportunities to improve services and lower costs



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System Map

Suppliers

- Vendors
- Contractors
- Gov't Agencies
- Management
- Staff

Customers

- OFA
- NOAA
- DOC
- Public
- Gov't Agencies

MANAGING INFORMATION TECHNOLOGY

Inputs

- Resources
- Policy & Regulations
- Materials
- Services
- Requirements
- Information/
Knowledge

Outputs

- ADP Applications
- Strategic Plans
- Networks
- Systems
- Business Process
Consulting
- IT Security
- IT Access
- IT Support





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Financial Perspective

Objectives

- Decrease cost per seat for desktop applications

Performance Measure

Cost per seat CY
Cost per seat PY

Customer Perspective

Objectives

- Increase % of customers reporting that expectations have been met

Performance Measures

of customers reporting expectations met
Total Reporting



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Internal Business Perspective

Objectives

- Increase % of technical inquiries (TI) resolved correctly after first contact

Performance Measure

Number of TI's resolved after first contact
All inquiries

Innovation / Learning & Growth Perspective

Objectives

- Increase % of skills available over skills needed by organization

Measures

Skills Available
Skills Needed by organization



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Internal Business Perspective

Objectives

- Increase amount of pre-system requirement's planning with customers

Performance Measure

- # of system requirement planning documents